

Plan-Do-Study-Act (PDSA) Cycle Report

Team Name:	Test Owner:	Date of Report:
-------------------	--------------------	------------------------

Project Aim Statement:

Testing Location: *(lobby of main office, ongoing unit 2 at North Street office)*

Test Population: *(next five walk-ins, customers who need to recertify in October)*

First Day of Test:	Last Day of Test:
---------------------------	--------------------------

Plan

We plan to... *(who, what, when, where, what data are to be collected)*

In order to... *(learn if change idea has merit, if the test addresses the problem)*

Prediction... *(test will yield a reduction in no-shows from 30 percent to 20 percent)*

Do

Describe how the test was actually performed... *(who, what, when, where)*

Team Name:

Test Owner:

Date of Report:

Study

Describe your data and results...

Describe what you learned from your data...

Explain how your findings compared to your predictions, including any surprises...

Act

What we plan to do next is... *(adopt the idea, adapt the test and do another cycle, abandon the idea)*